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RE: IT Help Desk - contact resources

Hello,

With so many employees either Teleworking from home, or in other non-standard work environments, we thought it would be helpful to provide IT Help Desk contact information and other technology resources that may be useful.

IT Help Desk

- E-mail: oitsupport@alaska.gov | 334-2525
- Online Help Desk: <http://servicedesk.alaska.gov>

NOTE: Please do not contact IT staff directly. To ensure the IT group can provide the most effective and efficient service possible, all support calls must be coordinated through our Help Desk ticket system.

Helpful Resources

- Telework Resources; <https://web.dot.state.ak.us/issd/telework.shtml>
- OIT website; <https://oit.alaska.gov/oit-home>
- Change password; <https://oit.alaska.gov/password-recovery/>
- VPN assistance; oitsupport@alaska.gov | 334-2525
- MS Teams assistance; <https://web.dot.state.ak.us/issd/docs/Getting-Started-with-Teams.pdf>
- Create new Teams; <https://aws.state.ak.us/msteams/>
- DOT Information Services; <https://web.dot.state.ak.us/issd/index.shtml>

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